



Skills for a greener world

## Guide To Provider Approval

Version 3.0

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# About Energy & Utility Skills

Energy & Utility Skills is a not-for-profit industry body working for the benefit of employers within the energy and utilities industries. Our membership includes more than 50 organisations which collaborate and share best practice on skills.

We help employers in the energy and utilities sector attract, develop, and maintain a safe, skilled and sustainable workforce through our specialist services for now and in the future, as well as being the skills voice for our sector.

Our services also include end point assessments for apprenticeships; workforce planning and policy research; including standards development, for example supporting the redevelopment of Gas Safe Register standards for working with hydrogen in domestic and commercial settings.

We also collaborate with employers, stakeholders, and regulators in cross-industries to develop training, standards and programmes in support of their recruitment and reskilling of their current workforce, as well as developing programmes that are tailored to specific requirements. The outcomes of this work includes training programmes, assessment services, and quality assurance services.

We work with key stakeholders including trade associations; membership organisations; UKAS; certification bodies; awarding bodies; government bodies like the Department for Education and Department for Business, Energy and Industrial Strategy.

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**“ Having our training programmes endorsed by EUSR means they are both valid and meaningful to our customers and recognised throughout the utilities industry which many of our products relate to.**

**The ongoing support we receive from their quality team is unparalleled and a thorough audit process ensures our quality management system remains robust so that we continue to offer the highest quality training and assessments to our customers and their employees.”**

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**Daryll Garavan**

Operational Training Manager at Develop Training

# Provider Approval

**Becoming an EUSR Approved Provider demonstrates to all in our sector – and other bodies such as regulators and government departments - that you are a provider of high-quality training and assessment.**

Provider Approval is at an organisation level and is a once only activity, although ongoing monitoring is required to maintain it.

Our Quality Framework sets out our approval criteria that you must be able to evidence you can meet - including your approach to Internal Quality Assurance, policies, resources, equipment, and of course, your people.

Our evidence requirements can be found in our Provider Approval Application Form; email or call us to have one sent to you. (Our Provider Approval criteria also detailed in this guide under 'Quality Framework'.

We are available to offer advice and guidance all the way through this process, which also includes a visit by one of our External Quality Assurers (EQAs).

Once approved as a provider, you can then start the process of getting your training programme approved or endorsed.

## **Who can become an Approved Provider?**

There are many different types of organisations that are Approved Providers with us, including Independent Training Providers, FE Colleges and employers' own training teams.

Once approved, you can use our logo on your website, marketing, training and assessment materials.

## **Do you contract out your training to external providers?**

If you do, getting your external training providers approved by Energy & Utility Skills means you can be assured of their quality. We do the quality assurance for you, saving you time and money!



## EUSR Registration

EUSR is the energy and utilities sector register for skills, training, and sometimes authorisations and qualifications. Available online 24/7, it is used by employers and individuals to verify skills and training.

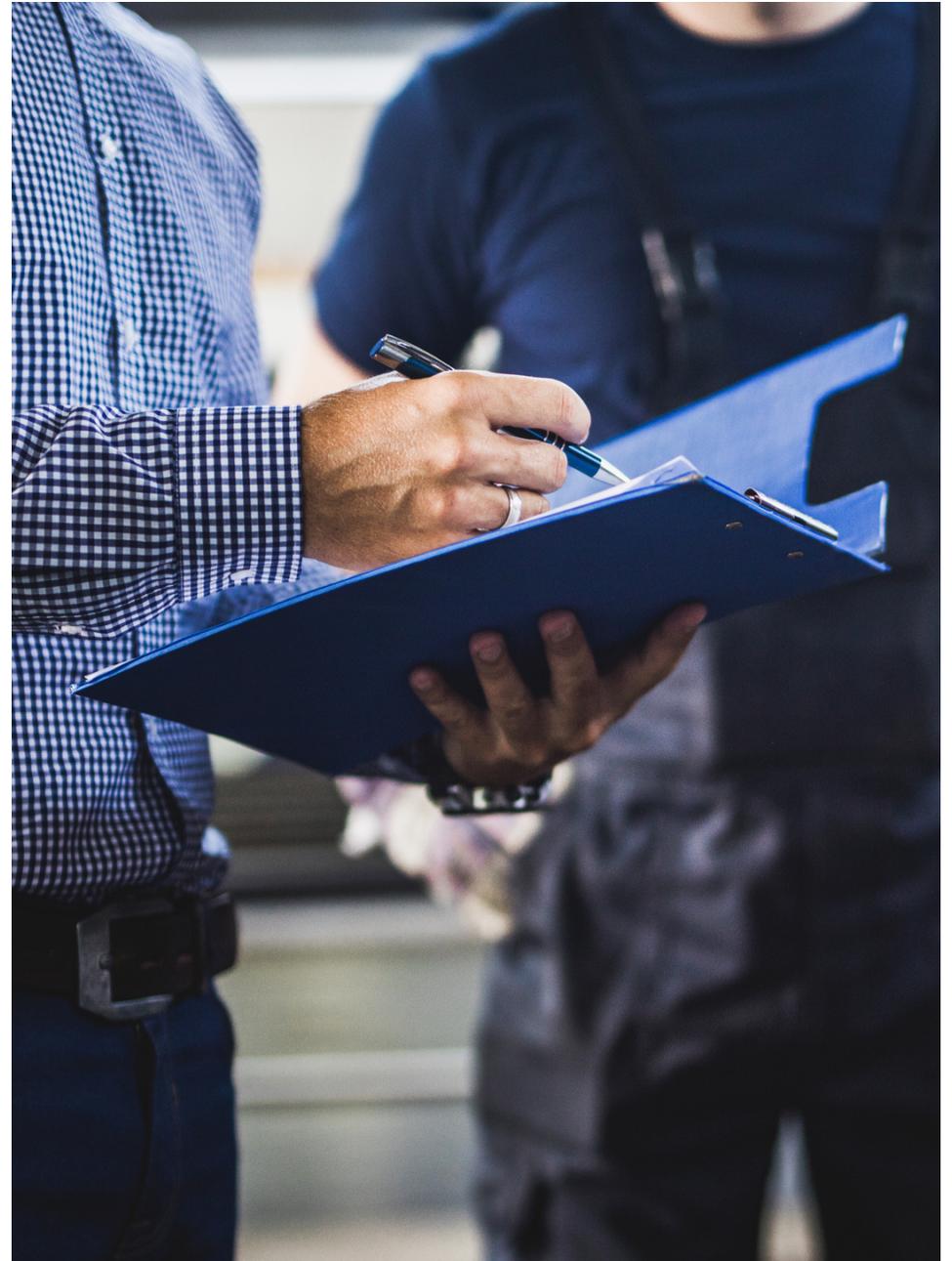
Completing an Energy & Utility Skills Approved Scheme or Endorsed Training Programme results in an EUSR registration for typically three or five years.

Individuals can quickly show their training record to anyone, for example a Site Manager or a new employer. They can do this via our online register (available 24/7 on our website [eusr.co.uk](https://eusr.co.uk)), a virtual card, or a plastic smart card.

Having an EUSR registration reduces costly duplication of training; there's no need for training every time an individual works at different locations, saving both the employers and employees time and money.

Additional benefits for employers using the EUSR register includes them being able to demonstrate that individuals working on specific contracts have appropriate training, supporting compliance with regulatory, legislative or asset/network requirements.

The register holds over 300,000 training and skills records, and over 3,000 new registrations are added each week.



# The Provider Approval Application

The application for provider approval is a self-assessment by you on how you meet the approval criteria detailed in our Quality Framework.

You must provide evidence that confirms your compliance with the approval criteria. Examples of evidence are included within this guide under the 'Quality Framework'. The suggestions we provide are just that, and you may feel you can demonstrate compliance by sharing other forms of documentation or information with us.

The Application Form must be signed by your Head of Centre - this is usually a Director or Senior Manager, and is the person who will also sign our Provider Agreement; they must be able to make decisions on behalf of your organisation.



## About the Provider Approval Process

We are available to offer advice and guidance all the way through this process, which also includes a visit by one of our External Quality Assurers (EQAs).

We've tried to keep the process as simple as possible:

1

You complete and submit our Approval Application Form, along with all appropriate evidence. You will need to send us a completed Account Application Form and sign the Provider Agreement on DocuSign. We will work with you every step of the process offering advice, guidance, and support along the way.

2

We review your application and check that you can meet our approval criteria. We may ask for additional information or evidence. We conduct this initial stage through a desktop approach.

3

You make your payment for our fees (see our [Price List](#)).

4

We arrange a physical visit, and we send our Initial Approval Report which will detail any further information or evidence we may require during our visit. During the visit, we will meet with key individuals within your organisation (for example Head of Centre, Lead IQA, Administrator etc. We will also ask for a guided tour of your premises.

5

After the visit we complete our Approval Report; this report confirms – our approval decision. If we do not confirm approval, we will support you on any actions or recommendations that you will need to complete before approval can be granted. You will be able to submit your training programmes for approval or endorsement.

# Ongoing Quality Assurance

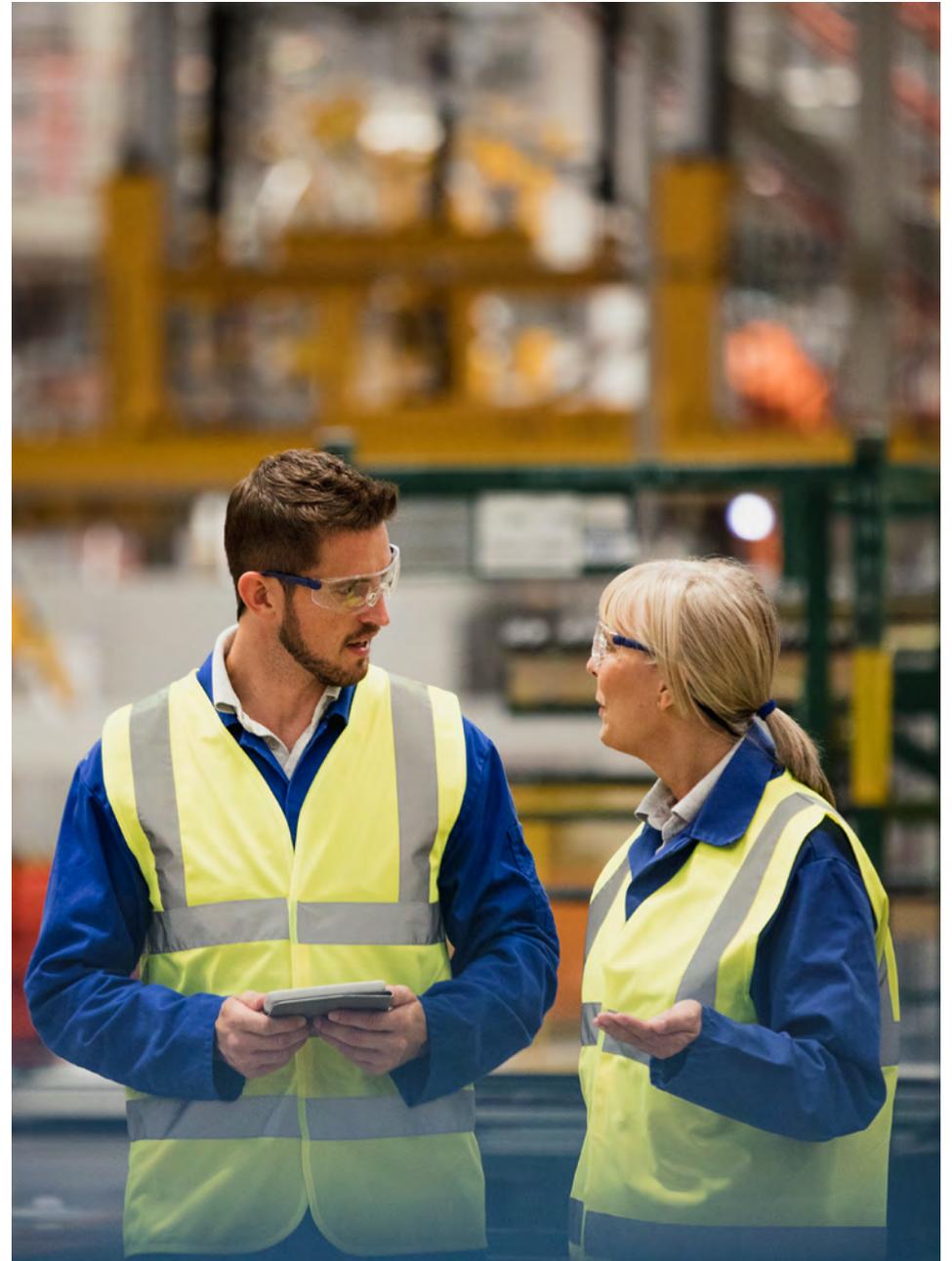
All Approved Providers are subject to our ongoing quality assurance monitoring, including audits.

During our audits we review Approved and Endorsed Training Programmes to make sure you are still compliant with our approval and endorsement criteria; this could include observation of training delivery, review of supporting documentation and sampling of assessment decisions.

We will always send you a pre-audit plan which details the areas we will review during the visit, which will always include a sampling of achievements of individuals you have registered on EUSR.

Once we have completed the audit, we provide you with a report of our findings, including feedback which could include any actions or recommendations.; if we apply any actions or recommendations, we will support you to meet these, always offering friendly and professional advice and guidance as well as sharing best practice.

Occasionally, we may ask for a resubmission of all training and assessment materials to ensure you are still adhering to our approval or endorsement criteria.



# Additional Guidance

## Our Policies

The following policies are available on our website and lay out our approach. These policies should be read in conjunction with our Quality Framework.

- ▶ Appeals and Enquiries About Results
- ▶ Complaints Policy
- ▶ Conflict of Interest Policy
- ▶ Malpractice and Maladministration
- ▶ Reasonable Adjustments and Special Considerations
- ▶ Recognition of Prior Learning (RPL) Policy
- ▶ Risk Management Policy
- ▶ Sanctions
- ▶ Whistleblowing
- ▶ ID Verification Policy

## Removal of Approval

Your provider approval will be removed under the following circumstances:

- ▶ You decide to cease being an Approved Provider
- ▶ You have received a sanction, action or recommendation that means you are no longer able to deliver approved or endorsed training programmes in compliance with our endorsement criteria
- ▶ There are no EUSR registrations for the Approved or Endorsed Training Programme within a 12-month period
- ▶ We have received a complaint or 'whistleblowing' from regulatory or other bodies on the quality of training and/or assessment and after investigation we decide that we must remove provider approval

Our approach to managing maladministration and malpractice, is laid out in our Malpractice and Maladministration Policy and Sanctions Policy.

## Industries within the Energy and Utilities sector

We will ask you to confirm which industry/industries you will be delivering training and assessment. We will only approve those organisations delivering within the following industries:

- ▶ Gas
- ▶ Power
- ▶ Renewables
- ▶ Telecommunications
- ▶ Waste Management
- ▶ Water
- ▶ A combination of the above

## QuartzWeb

QuartzWeb is our online registration system. Approved Providers use QuartzWeb to process all EUSR registration applications.

There are different roles in QuartzWeb that can add, view and amend EUSR registration applications; you decide who is best placed in your organisation for each of these roles.

## Credit Account and Payments

As part of the approval process, our Finance team will need to set you up with a credit account.

You must complete an Account Application Form which details information such as your invoicing address and contacts, together with your company registration and VAT numbers (if applicable).

Our Finance team always undertake a credit check through CreditSafe and if this is successful, you will then be offered a credit facility. Our starting credit limit is £1,000, but this may be reviewed based on your needs and the information included in the credit report. Our payment terms are 30 days from the invoice date, and we reserve the right to withdraw the credit facility if these terms are not adhered to.

We will send you an invoice quoting your purchase order (PO) number or other reference that you've provided. You can pay your invoice through a bank transfer or by calling our finance team and paying by debit or credit card over the phone. Bank transfer is our preferred method and if paying by BACS or Faster Payment please quote your account number and invoice numbers as a reference when making your payment.

If you have any questions specifically relating to your credit account or payments, please contact our Finance Team **E: [finance@euskills.co.uk](mailto:finance@euskills.co.uk)** or **T: 0121 713 8255**

## Multi-Site Delivery

You can deliver training and assessments at more than one site provided that:

- ▶ We are informed of all delivery and assessment sites
- ▶ You own the delivery sites or there is a contractual relationship between you and the owner of the delivery site (for example, where training delivery takes place at a customer's premises)
- ▶ All policies, processes and documentation at the delivery site mirror those at the Approved Provider location
- ▶ Each delivery site maintains up-to-date records of delivery, assessment and internal quality assurance activity
- ▶ Where training and assessment delivery occurs at more than one site, you must be able to evidence standardisation or moderation activities take place to support consistency in learning and assessment outcomes
- ▶ You make all payments due to Energy & Utility Skills regardless of where the training is delivered

## Data Protection

Please see our Privacy Notices on our website for information on why and how we use the data we collect.

- ▶ Privacy Notice – Individuals
- ▶ Privacy Notice Approved Providers

You must always issue individuals with our Privacy Notice – Individuals, as this confirms the information you have shared with us about them, why we need it and how we manage it.

## Provider Agreement

Our Provider Agreement lays out all our general terms and conditions.

## Training Delivery Methods

Most of our schemes are best taught in a classroom or workplace environment. However, we know that for some programmes or content, other methods may be better.

If you deliver knowledge-only content remotely via videoconferencing, please read our 'Guidance and Best Practice for Remote Training Delivery'.

If you plan to deliver training or assessment through an e-Learning or e-Assessment Platform, then we will require you to complete an E-Assessment Approval Self-Assessment Report (SAR); email or call us to have one sent to you.

## Internal Quality Assurance (IQA)

Your own quality assurance policies and processes help ensure the outcomes of your training and assessments are reliable and consistent. You must document all of your IQA activities; we will use these records to sample and verify you are following your own processes during our audits.

### Robust IQA means:

- ▶ Greater collaboration and closer working between your training and assessment teams
- ▶ Fair, accurate and consistent assessment judgements
- ▶ Supporting your credibility with your customers and other bodies such as network or asset owners
- ▶ You will spot quality concerns or trends quickly
- ▶ Assessors/trainers are better protected against challenges to their judgements
- ▶ You are better prepared for a successful audit
- ▶ You are stronger for the fight against identity theft and fraud



# Quality Framework

Our Quality Framework details our approval criteria you must meet to become an Approved Provider. Below are some examples of evidence you could provide to demonstrate you meet the criteria; this is not an exhaustive list, there may be other documents or information you could provide.

1. The Organisation and Leadership	Quality Framework	Examples of Evidence
	1.1 Roles and responsibilities for the administration, training delivery, assessment and IQA are clearly defined	<ul style="list-style-type: none"> <li>➤ Organisation charts</li> <li>➤ Job or role descriptions</li> <li>➤ Named contacts for key roles – Head of Centre, Lead IQA, Administration etc.</li> </ul>
	1.2 There is effective communication in place between all staff involved in the administration, training delivery, assessment and IQA	<ul style="list-style-type: none"> <li>➤ Meeting schedules, agendas, minutes and action plans</li> <li>➤ Internal communications</li> <li>➤ Intranet</li> <li>➤ Internal Newsletters</li> </ul>
	1.3 Staff involved in the training delivery, assessment and IQA have appropriate knowledge, skills, and experience; enough time is given for meaningful CPD	<ul style="list-style-type: none"> <li>➤ CVs (detailing qualifications and relevant experience of trainers, assessors and IQAs)</li> <li>➤ CPD logs</li> <li>➤ Induction plans for training delivery, assessment and IQA staff</li> <li>➤ Training plans and records</li> <li>➤ Annual appraisal records</li> </ul>

	Quality Framework	Examples of Evidence
<b>2. Policies and Processes</b>	2.1 Policies, procedures and risk assessments are in place to support compliance with relevant regulation and legislation related to Health & Safety at Work, HSE Guidance and Approved Codes of Practice, Equality Act 2010 and Data Protection Act 2018	<ul style="list-style-type: none"> <li>➤ Health and safety policies</li> <li>➤ Procedures related to health and safety</li> <li>➤ Risk Assessments and Method Statements</li> <li>➤ General Data Protection policies and privacy notices</li> <li>➤ Policies and documentation related to Reasonable Adjustment and Special Considerations</li> </ul>
	2.2 Other supporting policies and processes are in place for: <ul style="list-style-type: none"> <li>➤ Safeguarding</li> <li>➤ Invigilation</li> <li>➤ Whistleblowing</li> <li>➤ Complaints and Appeals</li> <li>➤ Conflict of Interest</li> </ul>	<ul style="list-style-type: none"> <li>➤ Policies</li> <li>➤ Processes</li> <li>➤ Complaints Log</li> <li>➤ Appeals Log</li> </ul>
	2.3 Appropriate indemnity and public liability insurances are in place	<ul style="list-style-type: none"> <li>➤ Policies</li> <li>➤ Cover Notes</li> </ul>

	Quality Framework	Examples of Evidence
<b>3. Training and Assessment Delivery</b>	3.1 Adequate resources and resource planning is in place to support the requirements of individual training programmes and assessments including facilities, equipment, headcount, administration, support materials, trainers, assessors & IQA	<ul style="list-style-type: none"> <li>➤ Site plans and/or photographs</li> <li>➤ Staff resources</li> <li>➤ Equipment and machinery for training and assessment delivery</li> </ul>
	3.2 Consistent and comparable training and assessment delivery is in place across different trainers, assessors, training programmes and locations	<ul style="list-style-type: none"> <li>➤ Standardisation records for training and assessment delivery and invigilation</li> <li>➤ Standardisation records for training and assessment delivery and support materials</li> <li>➤ Sample Assessments Assessment Strategies</li> <li>➤ Mark Schemes/Marking Guidance</li> <li>➤ Lesson Plans</li> </ul>
	3.3 Support and training delivery materials are appropriate for the subject matter and formally reviewed alongside training and assessment materials on an appropriate and regular basis	<ul style="list-style-type: none"> <li>➤ Version control records</li> <li>➤ Meeting agendas, notes and action plans</li> <li>➤ Review records or plans</li> <li>➤ Action logs</li> <li>➤ Analysis of evaluation records</li> <li>➤ Joining Instructions</li> <li>➤ Initial assessments (if appropriate)</li> <li>➤ Website copy</li> <li>➤ Marketing materials</li> <li>➤ Training/Course overview</li> </ul>

	Quality Framework	Examples of Evidence
<b>4. Quality Assurance</b>	4.1 IQA processes and documentation support reliable and consistent learning and assessment outcomes	<ul style="list-style-type: none"> <li>▶ Training/Course and assessment development processes</li> <li>▶ IQA risk assessments</li> <li>▶ IQA Plans</li> <li>▶ IQA records</li> <li>▶ Assessor/Trainer observation records</li> <li>▶ Invigilation records</li> </ul>
	4.2 Processes are in place to inform us of any planned changes in training materials or assessment, prior to any change taking place	<ul style="list-style-type: none"> <li>▶ Review Schedule</li> <li>▶ Processes</li> </ul>
	4.3 Appropriate Identity and security checks are in place to minimise the potential for identity theft or fraud	<ul style="list-style-type: none"> <li>▶ ID checking process</li> <li>▶ ID check logs</li> </ul>
<b>5. Communications and Feedback</b>	5.1 Feedback is gained from individuals and customers (if relevant) to inform training and assessment reviews	<ul style="list-style-type: none"> <li>▶ Surveys</li> <li>▶ Feedback logs</li> <li>▶ Meeting minutes</li> <li>▶ Action logs</li> </ul>
	5.2 The effectiveness of training delivery and assessments are monitored and evaluated	<ul style="list-style-type: none"> <li>▶ Feedback</li> <li>▶ Surveys</li> </ul>



Part of ENERGY & UTILITY SKILLS

Find out more about how we can help you attract, develop and retain a sustainable skilled workforce through **membership, assurance services** and **skills solutions**.

**Visit [euskills.co.uk](https://euskills.co.uk)**

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